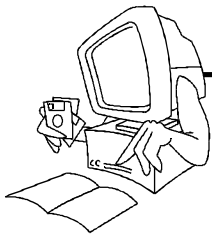


# Case Studies



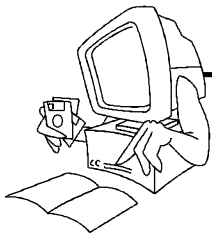


## Case Studies

You will be able to:

- Address Field Office/TARC issues
- Solve PHA problems





## Case Study #1

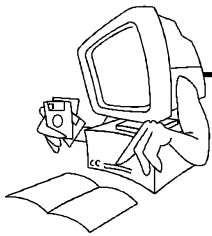
You need to do an off-site review of a delinquent PHA in your jurisdiction.

Use MTCS to gather background information and prepare for a phone interview with the PHA.

**Instructions:**

- Pick the underreporting PHA to analyze
- Research PHA and prepare for phone interview
- Present your MTCS findings and questions to class (five minutes)

**Total Time: 50 minutes**



## Case Study #2

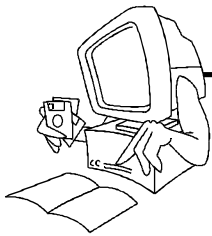
You have just completed an off-site review of a delinquent PHA and think an on-site formal review is necessary to get an accurate picture of why its reporting rates are so low.

Prepare for your formal review.

### **Instructions:**

- Use the same PHA as case study #1
- Use MTCS to collect and analyze data on the PHA
- Prepare your preliminary assessment of potential problems
- Develop a formal review question list
- Present your approach for a formal review to the class (five minutes)

**TOTAL TIME: 40 minutes**



## Case Study #3

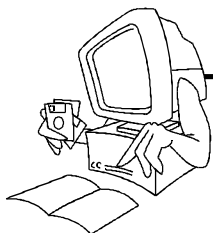
It's time to conduct semi-annual assessments of PHA reporting rates and present your findings to the FO/TARC director. Your boss asked you to include a strategic plan to help the delinquent PHAs you identify improve their reporting.

Prepare your findings and strategic approach for presentation to your director.

### Instructions:

- Select a FO jurisdiction to analyze
- Prepare a **five** minute presentation of your findings and recommendations. Include in your presentation:
  - FO-wide analysis of PHA reporting rates
  - List of the PHAs with the worst reporting rates
  - Strategic plan of the steps you will take to help these PHAs improve reporting, which includes separate strategies for small PHAs and heavy hitters
- Present findings and strategic plan (five minutes)

**TOTAL TIME: 60 minutes**



## Case Study #4

A PHA has begun to draft a strategy with steps for improvement to include in their forbearance request. They have limited resources.

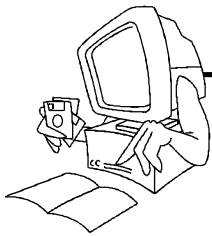
The PHA calls your Field Office/TARC to receive input on their strategy. HUD wants forbearance requests that will provide results by the time of the next semi-annual assessment.

Negotiate an agreement between the PHA and the Field Office.

### Instructions:

- Select a PHA to analyze
- Choose three people to represent the PHA and two people to represent the Field Office
- Research MTCS reports and use other PHA information to prepare for the call
- Negotiate agreement
- Present agreement to class (five minutes)

**TOTAL TIME: 60 minutes**



## Case Study #5

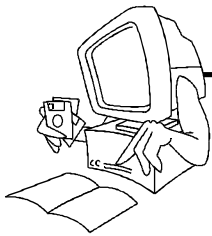
Five PHAs in your jurisdiction have expressed a desire to form a consortium to collect and transmit their data to MTCS.

Prepare to advise them on how to organize the consortium in 20 minutes.

### **Instructions:**

- Select five PHAs
- Prepare talking points for the meeting.
- Identify different approaches for consortium.
- Include in your presentation answers to these questions:
  - What do you recommend?
  - What are the potential pitfalls they should avoid?
  - What are things that have worked well in the past?
- Present talking points for meeting to the class (five minutes)

**TOTAL TIME: 40 minutes**



## Case Study #6

There is a Housing Association meeting in your community in three days. The Housing Association would like someone to make a brief presentation on Notice PIH 99-2 and MTCS. The audience is mostly PHAs.

Prepare the presentation.

**Instructions:**

- Prepare a five minute presentation for the Housing Association
- You can use PowerPoint to help you.
- Present to class (five minutes)

**TOTAL TIME: 40 minutes**